

# RETURN CONDITIONS

## FOR WARRANTY REPAIR

1. Warranty marked products are guaranteed against defective material and workmanship for the indicated period from the date of shipment ex factory. Accessories and breakable items such as electrodes are not warranted unless proven to be defective before shipment.
2. The original purchase order numbers, Consort invoice numbers and serial numbers of the products must be provided.
3. Consort will repair all defective equipment returned to it during the warranty period without charge (carriage, insurance and freight prepaid by sender), provided the equipment has been used under normal laboratory conditions and in accordance with the operating limitations and maintenance procedures described in the instruction manual and when not having been subject to accident, alteration, misuse or abuse.
4. If the products have been used with or have come into contact with fluids, an MSDS (material safety data sheet) must be supplied prior to issuing a return authorisation.
5. A written authorisation must be obtained from Consort before returning any product. Our shipping instructions should be followed by the sender.
6. We reserve the right to refuse any unauthorised return.

## FOR CREDIT

1. Only products purchased within the last 6 months are accepted for return. Products, which are no longer part of our actual offers, are always excluded.
2. The original purchase order numbers, Consort invoice numbers and serial numbers of the products must be provided.
3. A new order equivalent to or in excess of the amount of the return must be supplied with the return of the products.
4. A minimum of 20% restocking charge will be applied for checking, quality control procedures to put the products in a "like new" condition. Electrodes and solutions may not be subject to any credit.
5. The returned products will be credited to the returner's account and may only be taken as a merchandise credit. No refund check will be issued.
6. If the products have been used with or have come into contact with fluids, an MSDS (material safety data sheet) must be supplied prior to issuing a return authorisation.
7. A written authorisation must be obtained from Consort before returning any product. Our shipping instructions should be followed by the sender.

**8.** We reserve the right to refuse any unauthorised return.

From:

<https://www.consort.be/wiki/> - **Support website**

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Last update: **06/03/2019 08:07**

